



ADDENDUM NO. 1

ITB/RFP 552-9101

Credit Card Processing Services

ISSUED September 10, 2004, 2004

1. This addendum is being issued to answer the following questions received by prospective proposers:

Q. Which bank is servicing the City's current POS credit card processing at present?

A. United Merchant Services, transferred by them to SunTrust Merchant Services

Q. Does the City or departments of the City, have in place it's own IVR system to which it wishes to direct all incoming customer calls, including those for credit and debit card payments?

A. IVR is not in place at this time. The Parking Department anticipates this service to be "live" in the next six months.

Q. Are pin-based debit cards accepted today? In not, do you plan to add those to the payment choices offered?

A. Yes

Q. Are you considering the addition of American Express or Discover Cards to the card brands offered?

A. No

Q. MyMerchantView is a product mentioned in the RFP Scope of Services. Can you explain what services it offers the City and who provides the product to the City?

A. My Merchant View enables the City to access transaction information. The web site, www.merchantview.net , may be visited for further information. Access to this web site was established by United Merchant Services and First Data.

Q. Will each department at the suggestion of the City, be allowed to make individual decisions on accepting the Discover Card as a payment option?

A. No.

Q. Please provide a copy of Attachment A-1 Credit Card Pricing as reflected in the RFP.



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A. This document was included in the RFP, and is available via download from the City's web site at <http://www.fortlauderdale.gov/purchasing/solicitations.htm>

Q. What consideration is given for MBE/WBE participation in this bid?
A. See Section 3, Paragraph 9 of the RFP document.

Q. Please provide the number of leased/owned point-of-sale terminals in operation. Also, current status of an existing lease or rental agreements.
A. Approximately five leased, for a period of 36 months.

2. Bid opening due date remains the same.

All other terms, conditions, and specifications remain unchanged.

Kirk W. Buffington, C.P.M.
Assistant Director, Administrative Services

Company
Name: _____
(Please print)

Bidders
Signature: _____

Date: _____